

**AMADOR COUNTY CHILD WELFARE SERVICES
SYSTEM IMPROVEMENT PLAN**

Outcome/Systemic Factor: Recurrence of Maltreatment (1A and 1B) Rate of Recurrence of Abuse and/or Neglect in Homes Where Children Were Not Removed (2A)					
County's Current Performance: Amador County's performance on this measure for the base period July 1, 2002-June 30, 2003 at three months 4.7% and six months 5.9%, both below the state-wide average of three months 5.5% and six months 8.2%.					
Improvement Goal 1.0 Reduce the number of recurrences to at least 3%.					
Strategy 1. 1 Select, implement and monitor the utilization of a standardized decision-making tool.			Strategy Rationale Standardize decision-making tool for all CWS staff.		
Milestone	1.1.1 Research available standardized decision making tools.	Timeframe	12/30/2004	Assigned to	Amador County Department of Social Services.
	1.1.2 Select tool and develop policy.		2/28/2005		Amador County Department of Social Services.
	1.1.3 Perform staff training.		05/30/2005		Amador County Department of Social Services.
	1.1.4 Implement standardized decision-making tools.		6/30/2005		Amador County Department of Social Services.
	1.1.5 Evaluate to determine compliance and effectiveness.		9/30/2005		Amador County Department of Social Services.
Strategy 1. 2 Select implement and monitor utilization of a standardized risk assessment.			Strategy Rationale Standardize for all CWS staff.		
Milestone	1.2.1. Research available standardized decision making tools	Timeframe	12/30/2004	Assigned to	Amador County Department of Social Services
	1.2.2 Select tool and develop policy.		2/28/2005		Amador County Department of Social Services

	1.2.3 Perform staff training.		05/30/2005		Amador County Department of Social Services
	1.2.4 Implement standardized risk assessment.		6/30/2005		Amador County Department of Social Services
	1.2.5 Evaluate to determine compliance and effectiveness.		9/30/2005		Amador County Department of Social Services
<p>Discuss changes in identified systemic factors needed to further support the improvement goals. There needs to be standardized decision-making and risk assessment for all staff. Changes in departmental policy will help make that possible.</p>					
<p>Describe educational/training needs (including technical assistance) to achieve the improvement goals. The department will need technical assistance in selecting the most effective tools. Training is needed in standardized decision-making tools and standardized risk assessments. Sending staff to training will be difficult. As a small county with few worker's, staff being out of the office for any period of time places a burden on those remaining.</p>					
<p>Identify roles of the other partners in achieving the improvement goals. The department will seek assistance from the University of California, Davis UC Extension, in obtaining training we will also request assistance from CDSS.</p>					
<p>Identify any regulatory or statutory changes needed to support the accomplishment of the improvement goals. None.</p>					

Outcome/Systemic Factor: Percent of Child Abuse/Neglect Referrals with a Timely Response.
<p>County's Current Performance: Immediate Response: Q4 2003 93.3% Q3 2003 80.0% Q2 2003 92.0% Average: 88.4% Ten Day Response: Q4 2003 84.8% Q3 2003 85.7% Q2 2003 85.2% Average: 85.2% Improved performance on this measure indicates the need for maintaining currently funded social worker positions and training new social workers in the areas of Risk Assessment and Emergency Response Protocol. There also needs to be improvement with CWS/CMS data entry,</p>

policies and procedures quality assurance and staff training.					
Improvement Goal 1.0 Increase timely response from 92% to 95% on immediate response and from 85.2% to 90% on 10-day response within 24 months.					
Strategy 1.1 Improve the accuracy of CWS data entry.			Strategy Rationale Case reviews suggests that data entry significantly impacts performance on this measure.		
Milestone	1.1.1 Improve the accuracy of CWS data entry.	Timeframe	2/5/2005	Assigned to	Amador County Department of Social Services.
	1.1.2 Perform staff training.		4/30/2005		Amador County Department of Social Services.
	1.1.3 Identify and monitor areas of non-compliance.		9/30/2005		Amador County Department of Social Services.
Strategy 1.2 Improve quality assurance practices.			Strategy Rationale By ensuring that uniform standards and procedures are adhered to, quality assurance will result in services that more closely meet performance requirements.		
Milestone	1.2.1.Develop policies and procedures for routine monitoring of response activity by supervisor/manager.	Timeframe	1/30/2005	Assigned to	Amador County Department of Social Services
	1.2.2 Implement monitoring system.		4/30/2005		Amador County Department of Social Services
	1.2.3 Identify and monitor areas of non-compliance.		7/30/2005		Amador County Department of Social Services
Improvement Goal 1.0 Assess and improve response and referral processes.					
Strategy 1.1 Assess referral and response processes.			Strategy Rationale To develop an efficient and consistent internal processes to maximize available response time.		

Milestone	1.1.1 Identify points of delay.	Timeframe	1/30/2005	Assigned to	Amador County Department of Social Services
	1.1.2 Assess current staffing patterns.		3/30/2005		Amador County Department of Social Services
	1.1.3 Perform staff training.		8/30/2005		Amador County Department of Social Services

Discuss changes in identified systemic factors needed to further support the improvement goals.

There needs to be departmental clarification of policies and procedures regarding data entry. Closer monitoring of timelines for immediate and 10-day response needs to be accomplished.

Describe educational/training needs (including technical assistance) to achieve the improvement goals.

Include in-house training of the CWS/CMS. Development of departmental policy to assure appropriate response time designation.

Identify roles of the other partners in achieving the improvement goals.

None.

Identify any regulatory or statutory changes needed to support the accomplishment of the improvement goals.

None.

Outcome/Systemic Factor: 2C Timely Social Worker Visits with Child.

County's Current Performance: Amador County's performance on this measure from April 2003-December 2003 averages 64.4%

Improvement Goal 1.0 Increase timely visits from 64.4% to 90% within 24 months.

Strategy 1. 1 Maintaining adequate staffing levels.			Strategy Rationale Adequate staffing will significantly impact performance on this measure.		
Milestone	1.1.1 Develop policy regarding staff out of office for vacation and training.	Timeframe	2/28/2005	Assigned to	Amador County Department of Social Services
	1.1.2 Implement policy.		4/30/2005		Amador County Department of Social Services
	1.1.3 Identify and monitor areas of non-compliance.		9/30/2005		Amador County Department of Social Services.
Improvement Goal 1.2 Evaluate and improve social worker-child visits.					
Strategy 1.2 Assess and evaluate the visitation process.			Strategy Rationale Develop an efficient internal process to maximize and increase visits.		
Milestone	1.2.1 Identify barriers.	Timeframe	1/30/2005	Assigned to	Amador County Department of Social Services
	1.2.2 Evaluate current visitation patterns.		3/30/2005		Amador County Department of Social Services
	1.2.3 Develop standardized visitation processes.		5/30/2005		Amador County Department of Social Services
	1.2.4 Perform staff training		8/30/2005		Amador County Department of Social Services
Discuss changes in identified systemic factors needed to further support the improvement goals.					

Self-assessment identified social worker/child contacts were not completed timely. This was caused by low staffing resulting from medical leave, vacations and training.
Describe educational/training needs (including technical assistance) to achieve the improvement goals. Assistance from CDSS regarding staffing patterns and assistance from department administration (directors level) to develop policies regarding vacation scheduling and training schedules.
Identify roles of the other partners in achieving the improvement goals. CDSS and county administration.
Identify any regulatory or statutory changes needed to support the accomplishment of the improvement goals. None.

Outcome/Systemic Factor: 3B/3C Multiple Foster Care Placements.			
County's Current Performance: Amador County's performance on this measure for July 1, 2002 to June 30, 2003 baseline measurement period was 97.4% on the federal measure and 50% on the state measure.			
Improvement Goal 1.0 Increase the proportion of children with two or fewer placements within 12 months from 50% to 60% on the state measure within 24 months.			
Strategy 1. 1 Increase efforts to find and placements with relatives.		Strategy Rationale Early identification and placement with relatives will improve stability of placement and permanency outcomes.	
Milestone	1.1.1 Evaluate current efforts in finding relative placements.	Timeframe	12/30/2004
		Assigned to	Amador County Department of Social Services

	1.1.2 Develop protocol in finding relatives.		3/30/2005		Amador County Department of Social Services.
	1.1.3 Develop procedure to ensure early identification of relatives.		5/30/2005		Amador County Department of Social Services.
	1.1.4 Monitor and evaluate all family finding outcomes.		07/30/2005		Amador County Department of Social Services.
Strategy 1. 2 Improve support for foster families, relatives and children in placement.			Strategy Rationale Understand the child's and placement providers needs and identify resources and services available.		
Milestone	11.1. Develop data collections tools.	Timeframe	12/30/2004	Assigned to	Amador County Department of Social Services.
	1.1.2 Collect data.		3/30/2005		Amador County Department of Social Services.
Strategy 1. 3 Improve response to foster families, relatives and children in crisis.			Strategy Rationale Provide support and services to maintain stable placements.		
Milestone	1.3.1 Identify barriers	Timeframe	1/30/2004	Assigned to	Amador County Department of Social Services.
	1.3.2 Develop standardized agency response.		5/30/2005		Amador County Department of Social Services.

	1.3.3 Perform staff training.		9/30/2005		Amador County Department of Social Services.
Strategy 1.40 Improve use of available resources.			Strategy Rationale Improve access to all available resources to preserve and maintain stable placements.		
Milestone	1.4.1 Identify barriers	Timeframe	02/30/2005	Assigned to	Amador County Department of Social Services.
	6.4.2 Perform staff training.		6/30/2005		Amador County Department of Social Services.
Discuss changes in identified systemic factors needed to further support the improvement goals. Need to identify more relative placement homes and provide more support services. There needs to be more training available to placement providers and mental health services to children in placement.					
Describe educational/training needs (including technical assistance) to achieve the improvement goals. Increase training for foster parents in caring for children with psychological problems, deviant behaviors and substance abuse.					
Identify roles of the other partners in achieving the improvement goals. Consumes River College Foster Parent Training program.					
Identify any regulatory or statutory changes needed to support the accomplishment of the improvement goals. Waive Non-related Extended Family Member/Related Family Member regulations for the first thirty-days of placement.					

Outcome/Systemic Factor: 3F/3G The Rate of Foster Care Re-Entry.
County's Current Performance: Amador County's performance on this measure for July 1,2002 to June 30, 2003 baseline measurement period was 9.7% on the federal measure and for July 1,2000 to June 30, 2001 baseline measurement period 8.3% on the state measure.
Improvement Goal 1.0 Reduce the rate of re-entry from 8.3% to 5% on the state measures within 24 months.

Strategy 1. 1 Assess practices and patterns with CWS staff and legal counsel.				Strategy Rationale. Determine if patterns exist in cases of foster care re-entry.			
Milestone	1.1.1 Develop data collection tools.		Timeframe	12/30/2004		Assigned to	Amador County Department of Social Services.
	1.1.2 Collect data.			3/30/2005			Amador County Department Social Services.
	1.1.3 Analyze data.			06/30/2005			Amador County Department of Social Services.
Strategy 1. 2 Select, implement and monitor utilization of a standardized decision making tool.				Strategy Rationale Achieve more uniform practice and accountability.			
Milestone	1.2.1. Research available tools.		Timeframe	12/30/2004		Assigned to	Amador County Department of Social Services.
	1.2.2 Select tool and develop policy for use.			03/30/2005			Amador County Department of Social Services.
	1.2.3 Perform staff training.			5/30/2005			Amador County Department of Social Services.
	1.2.4 Implement tools.			06/30/2005			Amador County Department of Social Services.
	1.2.5 Determine effectiveness and compliance.			09/30/2005			Amador County Department of Social Services.
Discuss changes in identified systemic factors needed to further support the improvement goals. To improve family assessments and goals there needs to be more drug treatment after-care services and family counseling.							

Describe educational/training needs (including technical assistance) to achieve the improvement goals. Assistance from CDSS for training in assessment tools and decision making tools.

Identify roles of the other partners in achieving the improvement goals. Training assistance from CDSS.

Identify any regulatory or statutory changes needed to support the accomplishment of the improvement goals. Current law for cases involving substance abuse has unrealistic timeline for reunification services. Services should be extended 18-24 months.